

PineApp Daily Traffic Report

User Guide

From: PineApp-Notify@pineapp.com
To: Tami@beyond.com
Cc:
Subject: Daily mail traffic report: 2010-02-13

PineApp

Statistics

Total	Clean	White List	Skipped Attachment	Spam	Tagged Spam	Black List	Attachment Virus	Backscatter	Content filtered
7	5	None	None	2	None	None	None	None	None

Traffic Blocked

Date	Sender	Recipient	Subject	Status	Email	Release
2010-02-13 16:44:11	portals@stetson.com	tami@pineapp.com	Estratto conto on-line	Block / Allow		Release
2010-02-14 00:52:35	tami@pineapp.com	tami@pineapp.com	Special Discount 79% for tam...com	Block / Allow		Release

Traffic Passed

Date	Sender	Recipient	Subject	Status	Email
2010-02-13 14:51:35	jose@pineapp.com	tami@pineapp.com	RE: FW: PineApp	Block / Allow	
2010-02-13 20:43:28	n...f@source.linkedin.com	tami@pineapp.com	Join my network on LinkedIn	Block / Allow	
2010-02-14 04:05:41	basov@adnolabs.ru	tami@pineapp.com	наталья roly5 n...ru	Block / Allow	
2010-02-14 04:08:31	basov@adnolabs.ru	tami@pineapp.com	Одноклассники.ru: Блог -ка	Block / Allow	
2010-02-14 05:54:24	Rid@post.safelink.com	tami@pineapp.com	1-й рейтинг почты	Block / Allow	

[Get Your Current Black & White List.](#)
[Click here to log-on to your personal quarantine management.](#)

Subject		Size	Status	Type	View	Info
		3Kb				
		2Kb				
		23Kb				
		3Kb				

Import / Export List			
Address	Direction	Action	Edit
mail.com	R2L	Allow	Edit
@yahoo.fr	R2L	Allow	Edit
drive.co.il	R2L	Allow	Edit
com	R2L	Allow	Edit
co.il	R2L	Allow	Edit
net.il	R2L	Allow	Edit
il	R2L	Allow	Edit
net.il	R2L	Allow	Edit
o.com	R2L	Allow	Edit
il.com	R2L	Allow	Edit

[1][2] > >			
<input type="checkbox"/> 610	casey@larson@hotmail.com	R2L	Block Edit
<input type="checkbox"/> 607	hdestryable_refuelled@yahoo.com	R2L	Block Edit
<input type="checkbox"/> 608	moblize_meseem@one@yahoo.com	R2L	Block Edit
<input type="checkbox"/> 346	marketfirst@mail@webxmail.com	R2L	Block Edit
<input type="checkbox"/> 611	pauberlin@425@hotmail.com	R2L	Block Edit
<input type="checkbox"/> 609	perverse_mreenforcing@yahoo.com	R2L	Block Edit
<input type="checkbox"/> 613	shawnrichmond7688@hotmail.com	R2L	Block Edit

PineApp daily traffic report is an email message delivered to all registered users in the Mail-SeCure system. This report includes a list of all messages that were passed or blocked by the system since the last report's delivery interval.

The daily report provides in-depth details as for the exact reasons of blocking as well as blocking/releasing features of specific senders addresses.

The daily report's format, frequency and amount of enabled features are determined by the system administrator.

Terminology:

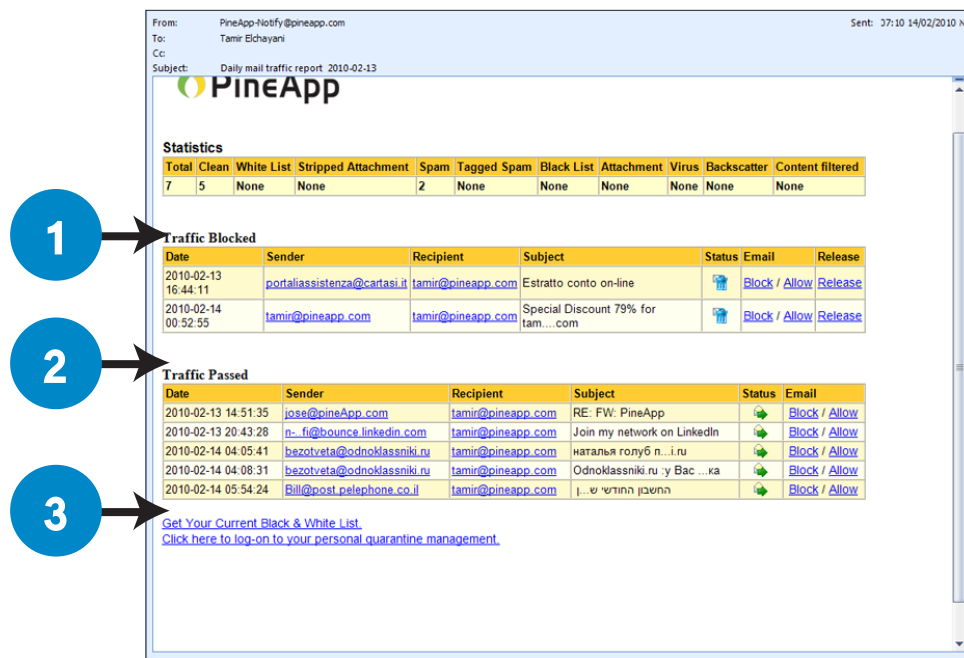
Backscatter - A Backscatter is a non-delivery notice received either from people whom no one in the organization has sent mail to or from an unknown source. Backscatter is caused by viruses that infect computers outside the network, forging the "From" line of an email message by randomly selecting addresses from an infected machine's address book.

White list – A personal white list is a list of email addresses from which all emails are automatically moved to the user's mailbox, with no Spam-related inspections on behalf of the Mail-SeCure system.

Black list – A personal black list is a list of email addresses from which all emails are automatically blocked and quarantined, with no Spam-related inspections on behalf of the Mail-SeCure system.

The daily report is divided into 3 parts:

1. **Statistics** – A statistical summary of the overall number and classifications set for all email messages that arrived for the recipient.
2. **Blocked Traffic** – Emails that were blocked due to system & organization's policy.
3. **Allowed traffic** – Emails that were classified as legitimate messages and were successfully passed to the organization's mail server.



From: PineApp-tictify@pineapp.com
To: Tamir Elchayoni
Cc:
Subject: Daily mail traffic report 2010-02-13

PineApp

Statistics

Total	Clean	White List	Stripped Attachment	Spam	Tagged Spam	Black List	Attachment	Virus	Backscatter	Content filtered
7	5	None	None	2	None	None	None	None	None	None

Traffic Blocked

Date	Sender	Recipient	Subject	Status	Email	Release
2010-02-13 16:44:11	portaliassistenza@cartasi.it	tamir@pineapp.com	Estratto conto on-line	Block / Allow		Release
2010-02-14 00:52:55	tamir@pineapp.com	tamir@pineapp.com	Special Discount 79% for tam....com	Block / Allow		Release

Traffic Passed

Date	Sender	Recipient	Subject	Status	Email
2010-02-13 14:51:35	jose@pineapp.com	tamir@pineapp.com	RE: FW: PineApp	Block / Allow	
2010-02-13 20:43:28	n...fi@bounce.linkedin.com	tamir@pineapp.com	Join my network on LinkedIn	Block / Allow	
2010-02-14 04:05:41	bezotveta@odnoklassniki.ru	tamir@pineapp.com	наталья rony6 n...i.ru	Block / Allow	
2010-02-14 04:08:31	bezotveta@odnoklassniki.ru	tamir@pineapp.com	Odnoklassniki.ru: y Bac ...ka	Block / Allow	
2010-02-14 05:54:24	Bill@post.telephone.co.il	tamir@pineapp.com	הודעה חדשה	Block / Allow	

[Get Your Current Black & White List](#)
[Click here to log-on to your personal quarantine management](#)

Statistics

Summary - overall number of messages that were received for the specific user.

Clean – Overall number of messages that were classified as legitimate or clean.

White list – Overall number of messages that were sent from an email sender which is listed on the recipient's white list.

Blacklist - Overall number of messages that were sent from an email sender which is listed on the recipient's white list.

Stripped Attachments – overall number of messages that were passed to the user's mailbox, but without a forbidden attachment that was removed and quarantined.

Spam – Overall number of messages that were classified as Spam.

Spam Tag – Overall number of messages that were classified as potential Spam but were passed to the recipient's mailbox, including a special Spam Tag within the message's subject.

Attachment – Overall number of messages that were blocked for containing a forbidden attachment, according to the organization's policy.

Virus – Overall number of message that were blocked for containing a Virus

Backscatter – Overall number of messages that were classified as Backscatter and blocked by the system.

Content filtered – overall number of messages that were blocked for containing a forbidden textual content/subject.

Traffic Blocked

Date - The exact date & time in which message was received on the Mail-SeCure system.

Sender - Sender's email address

Recipient - Recipient's email address

Subject - Message's subject

Status - The classification that was set for a specific message by the Mail-SeCure system.

Icon Legend



Message was classified as Spam



Message was classified as Virus



Message was classified as Backscatter



Message was blocked because sender's address is in the user's blacklist



Message was blocked due to a policy-forbidden attachment

Email- From within this section, it is possible to add sender's email address to the black/white lists, by using Block/Allow options.

Domain – This section allows end-users to add a complete domain into their black-white lists.

For example: In case we are allowing/blocking john@company1.com 's domain, all email messages from with an address that ends with company1.com will be blocked/allowed.

Traffic Allowed

Date - The exact date & time in which message was received on the Mail-SeCure system.

Sender - Sender's email address

Recipient - Recipient's email address

Subject - Message's subject

Status - The classification that was set for a specific message by the Mail-SeCure system.

Icon Legend



Message was classified as clean



Message was passed because sender's address is present at the user's whitelist.

Email- From within this section, it is possible to add sender's email address to the black/white lists, by using Block/Allow options.

Domain – This section allows end-users to add a complete domain into their black-white lists.

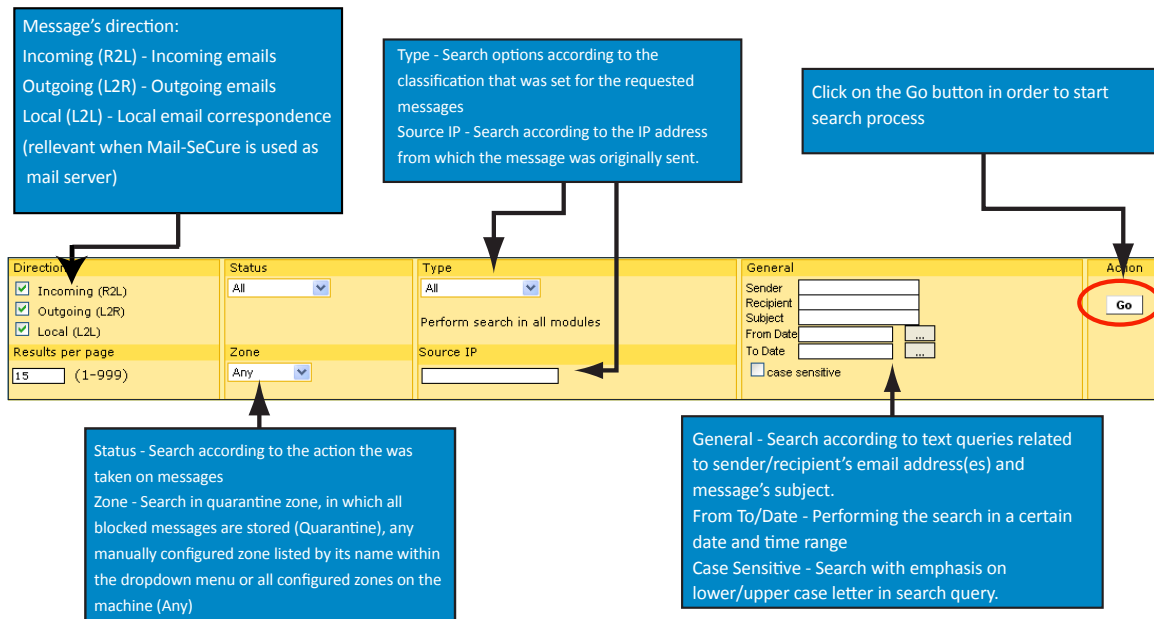
Release – This option allows releasing messages that were blocked and classified as Spam from quarantine, without any automatic addition to recipient's white list.

Get your current black/white list – click on this link in order to receive an email message containing your personal black & white list records.

Direct Access to quarantine – Click on this link in order to log in to Mail-SeCure's personal quarantine management (mail traffic management tab).

Mail Traffic Management

Mail-SeCure contains a personal quarantine management interface, through which you will be able to view and manage all your email messages (blocked and allowed altogether), check blocking reasons thoroughly and directly perform various release and blocking actions.



Status Search options

All – search with no Status related criterion.

Passed – Search only messages that were classified as legitimate and were passed to the user's mailbox.

Released – Search blocked messages that were released by the recipient/system administrator.

Blocked – search for messages that were blocked by the system for any reason.

Parked – search for messages that were delayed by the system due to organizational policy, but were delivered to the customer at a later time.

Tagged – search for email messages that were tagged as potential Spam.

Stripped allow – search for messages that had a forbidden attached file which was removed and quarantined from them prior to being delivered to the recipient's mailbox.

Stripped HTML – search for messages that contained a forbidden HTML corde which was removed and quarantined from them prior to being delivered to the recipient's mailbox.

Deleted – Search for messages that were deleted

Encrypted – search for messages that were forwarded for content encryption.

Type search options

All - search with no classification related criterion.

Virus – Search for messages that were classified as containing a Virus.

Spam – Search for messages that were classified as Spam.

Non-Spam – Search for messages that were set with any other classification than Spam.

White list – Search for messages that were directly delivered to customer without any Spam related inspections, due to the sender address's presence in user's white list.

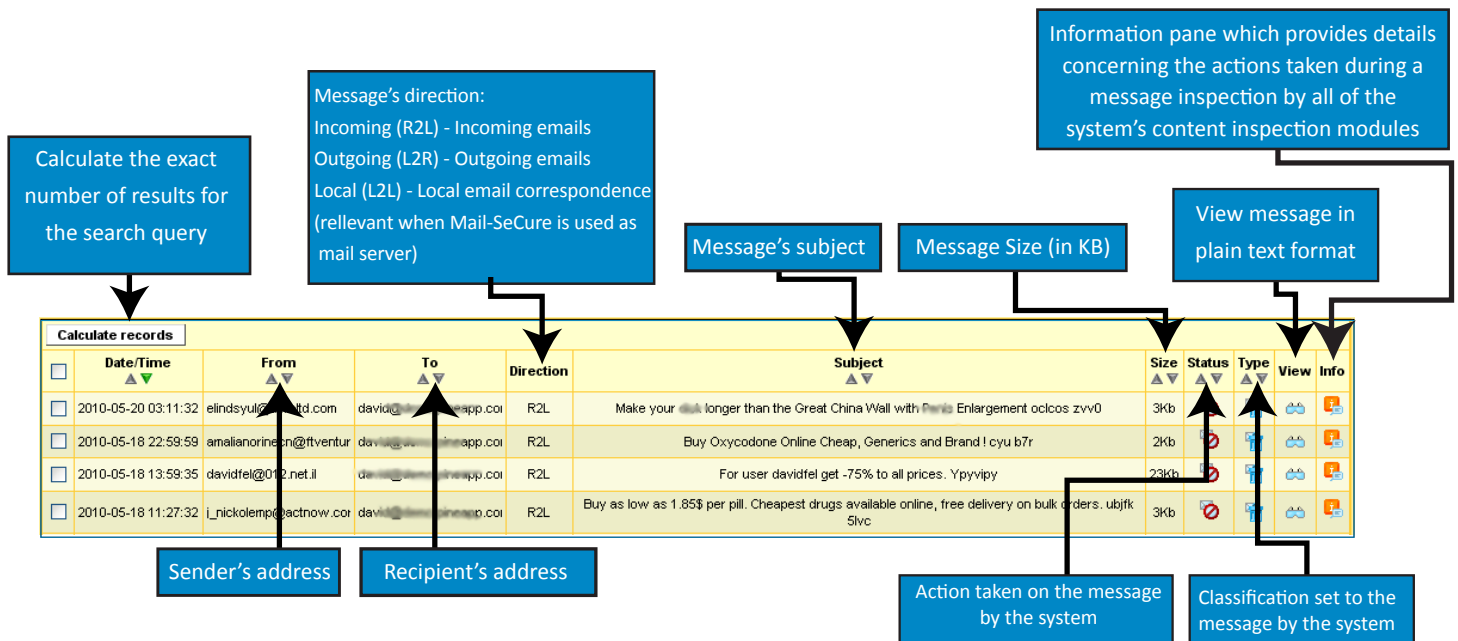
Black list – search for messages that were blocked without any Spam related inspections, due to sender address's presence in user's black list.

Attachment – search for messages that were blocked for containing a forbidden attachment, according to the organization's policy.

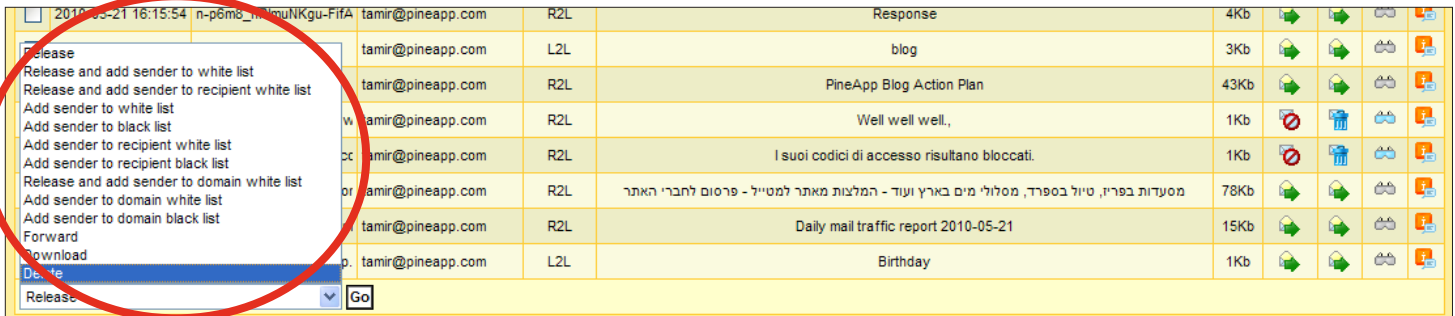
Backscatter – search for messages that were classified as backscatter.

Strip HTML – Search for emails that were delivered to customer without a forbidden HTML code that was removed prior to delivery.

Search Results options



Message/Address options



Message ID	Date	From	To	Subject	Size	Status	Actions
2010-05-21 16:15:54	n-p6m8_nmuNKgu-FitA	tamir@pineapp.com	R2L	Response	4Kb	Success	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]
		tamir@pineapp.com	L2L	blog	3Kb	Success	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]
		tamir@pineapp.com	R2L	PineApp Blog Action Plan	43Kb	Success	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]
		w. tamir@pineapp.com	R2L	Well well well,	1Kb	Blocked	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]
		cc: tamir@pineapp.com	R2L	I suoi codici di accesso risultano bloccati.	1Kb	Blocked	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]
		or: tamir@pineapp.com	R2L	מסעדות בפריז, טיול בספרד, מסלולי מים בארץ ועוד - המלצות מאתר למטייל - פרסום לחברי האתר	78Kb	Success	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]
		tamir@pineapp.com	R2L	Daily mail traffic report 2010-05-21	15Kb	Success	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]
		p. tamir@pineapp.com	L2L	Birthday	1Kb	Success	[X] [Release] [Release and add sender to white list] [Release and add sender to recipient white list] [Add sender to white list] [Add sender to black list] [Add sender to recipient white list] [Add sender to recipient black list] [Release and add sender to domain white list] [Add sender to domain black list] [Forward] [Download] [Delete] [Release]

It is possible to perform several actions on message addresses via Mail Traffic Management pane, by checking the box next to the chosen message(s) and choosing the proper option from the dropdown list on the bottom left side of the screen (highlighted red in the below image)

Possible Actions:

Release – Release blocked messages (it is possible to release only messages that were classified as Spam).

Release and Add Sender to recipient white list – Release blocked messages, in addition to adding sender's address to the recipient's personal white list.

Release and Add Sender to recipient black list – Release blocked messages, in addition to adding sender's address to the recipient's personal black list.

Forward – forward the message to a third party email address. Type the email address to which you wish to forward the message in the pane which will appear upon choosing this option.

Download – download the message (in a .zip format) to your personal computer.

Delete – delete the message

Personal black/white list

Personal black/white list is the tab in which all user's blocked/allowed email address records appear. It is possible to manually add/remove records from/to both lists.

Daily Report
Send Report Now

User Personal Black & White Rules

ID	Foreign Address	Direction	Action	
<input type="checkbox"/> 414	anatcooper@gmail.com	R2L	Allow	Edit
<input type="checkbox"/> 502	angeliquekoumanoudi@yahoo.fr	R2L	Allow	Edit
<input type="checkbox"/> 1190	apache@www.xlove.co.il	R2L	Allow	Edit
<input type="checkbox"/> 1188	ekurs@gmail.com	R2L	Allow	Edit
<input type="checkbox"/> 524	gadi-y@nana.co.il	R2L	Allow	Edit
<input type="checkbox"/> 688	galage@netvision.net.il	R2L	Allow	Edit
<input type="checkbox"/> 1262	info@mhfc.co.il	R2L	Allow	Edit
<input type="checkbox"/> 1587	infosale@zahav.net.il	R2L	Allow	Edit
<input type="checkbox"/> 1266	oferbec@yahoo.com	R2L	Allow	Edit
<input type="checkbox"/> 531	snamush@gmail.com	R2L	Allow	Edit

☐ 610
 caseyllaraont@hotmail.com
 R2L
 Block
 [Edit](#)

☐ 607
 hdestroyable_refuelled@yahoo.com
 R2L
 Block
 [Edit](#)

☐ 608
 jmobile_meseemsirois@yahoo.com
 R2L
 Block
 [Edit](#)

☐ 346
 marketfirst.mail@webexmailer.com
 R2L
 Block
 [Edit](#)

☐ 611
 paulberlin8428@hotmail.com
 R2L
 Block
 [Edit](#)

☐ 609
 perverse_mreenforcing@yahoo.com
 R2L
 Block
 [Edit](#)

☐ 613
 shawnrichmond7689@hotmail.com
 R2L
 Block
 [Edit](#)

Black list

White list

Send report now – Click on this button in order to receive an real-time updated traffic report to your mail box

Adding new black/white list records

1. Click on the **Add new rule** button. The following pane will appear on screen:

New Black & White Rule

Direction:
☐ Remote -> Local
☐ Local -> Remote
☐ Local -> Local

Foreign Address:
 Email address or Mask

Action:
☒ Allow ☐ Block

Status:
☒ Enable

2. **Direction** – choose Remote > Local.

3. **Email address/Mask** – type down the email address domain you wish to add to your black/white list.

It is possible to add a domain to black/white lists by using the wildcard (*) character before the domain name itself.

For example: in case we wish to add the domain Microsoft.com to black/white list, we should type *@microsoft.com in

the text input field.

4. **Action** – Choose whether you wish to add the new record to your black (Block) or white (Allow) list.
5. Click on **Save Rule** button in order to finalize your settings.

Deleting records

In order to delete a record from both black & white lists, check the box next to the requested record and click on the button.

